



Regional Service Council Minutes Region # 3

Meeting Date: September 17, 2012
Meeting Location: Joy Rose Center
1000 West Hively
Elkhart, IN

Council Members Present: Fay Russell, Regional Manager DCS; Teresa Zornig, Division Manager St. Joseph County DCS; William Horton, Elkhart County DCS; Amanda Herendeen, Kosciusko County DCS; Pam Whisman, Marshall County DCS; Michael Carroll, Director Marshall County DCS; Erin Shidler, Director Kosciusko DCS; Joni Tusing, Regional Financial Manager; Aretha Green, Program Director Allen County DCS .

Council Members Absent: Judge Duane Huffer, Kosciusko County Superior Court; Judge Curtis Palmer; Joe Wine, Foster Parent; Judge Peter Nemeth, St. Joseph County Probate Court; Magistrate Deborah Domine; Linda Cioch, Director St. Joseph County DCS; Tony Sommer, Director Elkhart County.

Others In Attendance: Rachel Tobin-Smith, SCAN; Emily Robinson-Johnson, Oaklawn; Libby Martin, LSSI; Adrienne Dickerson, Lifeline; Mike Marchi, Memorial Hospital Behavioral Health; Lee Sones, DCS; Amy Rosen, FCC; Bonnie Strycker, YSB of St Joe; Joanne Kautzman-Murillo, IJJTF; Sean McCrindle, Bashor; Melissa Schultz, Bowen Center; Barbara Vernon, CAPS; Sharese Swafford, Oaklawn; Jim Gardner, Whittington Homes; Debbie Branfield, Crossroad; Leah Plank, CAPS; Tracie Smith, DCS-PQI; Lisa Whitacker, DCS-PQI; Annette Smith, DCS-PQI; Karen Lafferty, St. Joseph County DCS.

Meeting Minutes

Meeting called to order at 10:02 am by Fay Russell.

1. Welcome/Introductions of Members and Guests.
2. Approval of Minutes. Minutes of 8-20-12 reviewed. No Corrections. Michael Carroll motioned approval of the minutes. Seconded by Bill Horton. All in Favor. 0 Opposed. 0 Abstentions. Motion passed.
3. Community Partners Update. Rachel Tobin-Smith brought the correct financial information for the current contract time. They are on track with spending for July. They had 75 new family contracts. Rachel then discussed the issue of meeting the Initial Contact within 5 days. This continues to be a struggle. They are still down a staff person. Additionally, they do not always meet up with the client. Contact only counts if they speak with a person. They are in discussion with the State about guidelines of meeting the Contact requirement.
4. Service Update. Aretha Green spoke about Proposals for Home Based Services. Scoring Team recommended that Family & Children's Center Counseling and Development Services be used in all 4 counties. Erin Shidler motioned to approve. Michael Carroll seconded. Motion carried.

RFP coming up. Check the website for probable date. This is a Comprehensive Home Based Service. This will allow one provider to offer several different services, instead of having multiple service

providers. This includes the same target population and is similar to “Choices”. Services will be paid per diem and will be open for all regions. Aretha will talk more about this next meeting.

5. Regional Budget Update. Joni Tusing, Regional Financial Manager, reported on the Expenditure report. Region 3 spent \$1,923,870. We still do not have the budget. Balance will continue to be in the negative. Bills are being paid. Child Welfare spent \$745,488 on Care of Wards in Foster Homes, \$1,041,600 on Care of Wards in Institutions, and \$457,804 on Preservation Services.

Fay passed out “Quality Service Review Indicators” sheet used in QSR Reviews. This report identifies 22 Indicators used in these Reviews. This looks at how the child, the parent, and how the services are doing.

“Refine/Maintain” status means that it is in pretty good shape and to continue on the path that it is on. “Concerted Action” status means that we are not achieving the outcome that is needed and need to take some action with these cases.

QSR measures the outcome, not the efforts.

Q: How was the number 24 chosen for cases to pull? How were the cases pulled for the study? It was not a percentage pull. This was determined by national expert trends and also from a larger region.

Q: Is there a process for taking the cases that are not doing so well to re-review them? Reviewers met with the FCM and Supervisors and gave feedback regarding the strengths, the opportunities for growth and next steps.

Q: How do we, as a system, create measurable action steps to better outcomes? The family needs to feel like they are “driving” the plan. The family often felt that they were not listened to and did not have their own informal support system.

Q: How do you help build Informal Support System?

- A lot of time they have “burned bridges”. Ask them specific questions about who could help them.
- Create a Timeline—Ask can someone from their past help them now.
- Dig deep. Help them realize that people ARE helping them. Maybe they do not realize it.
- Use common language.
- Let the parent be the “driver” at the Team Meeting
- Ask people who they would like to speak to—make it local, close to home.
- Ask the kid who they think could help. The parent may not think to ask them.

Q: What can we do as Formal Supports to become less intimidating?

- Stop talking and listen to them.
- Focus on their strengths. Have the parent tell you what has gone well.
- Open communication and honesty.
- Don’t “blind-side” the parent at the meeting. Let them know ahead of time what will be discussed.
- Make it a conscious effort to share the positive.
- Have the family take ownership. They are the expert and long-term caregiver.
- Ask them where they would be comfortable to have the meeting.
- Let them know that we are supporting them.

Fay Russell motioned to adjourn 11:02 a.m.

Next RSC Meeting - Monday, October 15, 2012 at 10:00 a.m., Juvenile Justice Center, 1000 S. Michigan St, South Bend, IN